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November 27, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *tm*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – ACTIVE
COMMUNICATION TREATMENT SYSTEMS (ACTS) FOR CHILDREN -
BLOOMINGTON, MENTONE AND RIALTO GROUP HOMES**

We have completed a review of Bloomington, Mentone and Rialto Group Homes (Group Home or Agency) operated by ACTS for Children. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Bloomington Group Home is a 27-bed facility, which provides care for boys ages 7-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Bloomington Group Home was providing services for six DCFS children, three Probation children, fifteen San Bernardino County children and one Riverside County child.

Mentone Group Home is a 16-bed facility, which provides care for boys ages 7-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Mentone Group Home was providing services for two Probation children, two Kern County children, two Kings County children, six San Bernardino County children and one Sacramento County child.

Rialto Group Home is a 10-bed facility, which provides care for boys ages 7-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring

"To Enrich Lives Through Effective and Caring Service"

visit, Rialto Group Home was providing services for four DCFS children, three San Bernardino County children, one Riverside County child and one San Diego County child.

Bloomington, Mentone and Rialto Group Homes are located in San Bernardino County.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

All three Group Homes need to encourage and assist children in creating and maintaining photo albums/life books.

Bloomington Group Home needs to provide age-appropriate children with opportunities to participate in emancipation and vocational training programs.

Mentone Group Home needs to replace the carpet throughout the Group Home and clean the bathroom showers.

Rialto Group Home needs to repair and paint the Group Home exterior, replace the crawlspace covers and landscape the front yard. Rialto Group Home also needs to remove the writing from the headboards, footboards and bedroom doors.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

JTM:DC:CC:gw

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Chief Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Ike Kerhulas, Executive Director, ACTS for Children
Public Information Office
Audit Committee

**Active Communication Treatment Systems (ACTS) for Children
Bloomington Group Home
Bloomington, California 92316
License Number: 360908883
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Bloomington Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement. The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

However, age-appropriate children are not provided with opportunities to participate in emancipation and vocational programs.

Recommendation

- 1. Acts for Children management provide age-appropriate children with opportunities to participate in emancipation and vocational programs.**

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Six

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Six

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, all children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendation

- 2. Acts for Children management encourage and assist all children in creating and maintaining photo albums/lifebooks.**

Active Communication Treatment Systems (ACTS) for Children
Mentone Group Home
Mentone, California 92359
License Number: 366407871
Rate Classification Level: 12

I. Facility and Environment

Method of assessment – Observation

Comments:

Mentone Group Home is located in a residential community. The exterior of the Group Home is maintained. The front and back yards are clean and adequately landscaped. However, the paint on the exterior trim is peeling.

The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the carpet throughout the Group Home is worn and dirty and the bathroom showers are dirty.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. ACTS for Children management:

- a. Paint the exterior trim.
- b. Replace the carpet throughout the Group Home.
- c. Clean the bathroom showers.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff

supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendation

- 2. ACTS for Children management encourage and assist children in creating and maintaining photo albums/life books.**

Active Communication Treatment Systems (ACTS) for Children
Rialto Group Home
Rialto, California 92376
License Number: 360908930
Rate Classification Level: 12

I. Facility and Environment

Method of assessment – Observation

Comments:

Rialto Group Home is located in a residential community. The exterior of the Group Home is not well maintained. There are cracks in the exterior walls, the paint on the house is peeling and the crawlspace covers are missing. The front and back yards are clean. However, the front yard is not adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. However, there is writing on the headboards, footboards and bedroom doors. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. ACTS for Children management:

- a. Repair the exterior walls.
- b. Paint the house exterior.
- c. Replace the crawlspace covers.
- d. Landscape the front yard.

- e. Remove the writing from the headboards, footboards and bedrooms doors.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Three

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Three

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Three

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Three

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff

supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Three

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendation

- 2. ACTS for Children management encourage and assist children in creating and maintaining photo albums/life books.**

ACTS for Children

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October 9, 2007

Candace Rhue
Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple Street
Room 515-A
Los Angeles, CA.90012

Re: Corrective Action Plan (CAP)-ACTS for Children License # 366407871
2258 Mentone Blvd., Mentone, CA.

Recommendation: Encourage and assist all children in creating and maintaining photo albums/life books.

Implemented: All minors have received life books. Attached is a Table of Contents indicate the sections of the life book in which the minor can keep pertinent information. The book is divided into 5 which include "Personal Stuff", Social and Daily Life Details, Health Records, Educational Records and Employment. The person implementing this CAP is Barbara Bouie-Program Coordinator. The Quality Assurance Person is Kay Carter.

Recommendation: Paint the Exterior Trim

Implementation: Work began on October 4, 2007. Work will be completed by October 30, 2007. Person implementing the CAP is Ike Kerhulas-Campus Director and the Quality Assurance Person is Shawn Cardoza- Maintenance Manager.

Recommendation: Clean Bathroom Showers

Implementation: Showers have been deep cleaned by the maintenance department and will be maintained by them on a monthly basis. The person implementing the CAP is Ike Kerhulas Campus Director and the Quality Assurance Person is Shawn Cardoza-Maintenance Manager.

Recommendation: Replace Carpet throughout facility.

Implementation: Carpet has been replaced throughout facility job was completed on 10/5/07. Person implementing the CAP is Ike Kerhulas-Campus Director and the Quality Assurance Person is Shawn Cardoza Maintenance Manager.

If I can be of any further assistance please contact me at (909) 877-5592.

ACTS for Children

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October 9, 2007

Candace Rhue
Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple Street
Room 515-A
Los Angeles, CA.90012

Re: Corrective Action Plan (CAP)-ACTS for Children License # 360908883
18136 Jurupa Avenue, Bloomington, CA. 92316

Recommendation: # 1-Provide Minors with the opportunities to participate in emancipation and vocational programs as appropriate.

Implemented: September 13, 2007. Attached is a copy of the Syllabus for ILS Groups. ILS Group is conducted bi-weekly at the Bloomington, /Rialto and Mentone Facility. Minors are also provided the opportunity to participate in county sponsored ILS workshops. Name and Title of person implementing CAP is Ike Kerhulas, Campus Director. Ike is also the Quality Assurance Person to ensure this plan will continue. Also attached is a Self-Sufficiency Check List which was implemented on 10/1/07 this document will be completed within 3-weeks of minor's intake to determine where the minor will need assistance in the area of ILS and Emancipation-Planning. Name of person implementing this CAP is Barbara Bouie-Program Coordinator and name of Quality Assurance Person(s) are Ed Clark and James Rockmore. In addition we have implemented an Emancipation Needs and Action Plan to be attached to the Needs and Service Plan so that county workers are aware of the needs of their minors and what we are doing to meet the need. Name and title of person implementing the CAP is Barbara Bouie-Program Coordinator and the Quality Assurance persons are Ed Clark and James Rockmore. The final document is a Transition/Emancipation Preparation Contract. This will identify the goals we will attempt to assist this minor in accomplishing. The person implementing this CAP is Barbara Bouie-Program Coordinator. The Quality Assurance Persons are James Rockmore and Ed Clark, Team Supervisors. All of the above Corrective Action Plans (CAP) has been implemented.

Recommendation: Encourage and assist all children in creating and maintaining photo albums/life books.

Implemented: All minors have received life books. Exhibit B is the table of contents indicating the sections of the life book in which the minor can keep pertinent information. The book is divided into 5 which include "Personal Stuff", Social and Daily Life Details, Health Records, Educational Records and Employment. The person implementing this CAP is Barbara Bouie-Program Coordinator. The Quality Assurance Persons are James Rockmore and Ed Clark.

ACTS for Children

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"We Care for Kids"

October 9, 2007

Candace Rhue
Group Home Audit Supervisor
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple Street
Room 515-A
Los Angeles, CA 90012

Re: Corrective Action Plan (CAP)-ACTS for Children License # **360908930**
Rialto Group Home-955 S. Lilac Avenue, Rialto, CA. 92376

Recommendation: Encourage and assist all children in creating and maintaining photo albums/life books.

Implemented: All minors have received life books. Exhibit B is the table of contents indicating the sections of the life book in which the minor can keep pertinent information. The book is divided into 5 which include "Personal Stuff", Social and Daily Life Details, Health Records, Educational Records and Employment. The person implementing this CAP is Barbara Boule-Program Coordinator. The Quality Assurance Person is Tonya Alexander-Facility Administrator.

Recommendation: Repair and paint group home exterior.

Implemented: The Rialto facility exterior has been repainted. The person implementing the CAP is Ike Kerhulas-Campus Director and the Quality Assurance person is Shawn Cardoza, Maintenance Manager.

Recommendation: Replace Crawlspace Covers.

Implemented: Crawlspace and vent covers have been repaired and replaced. Person implementing the CAP is Ike Kerhulas, Campus Director and the Quality Assurance person is Shawn Cardoza, Maintenance Manager.

Recommendation: Landscape the front yard.

Implemented: A sprinkler system has been installed and the grass has been reseeded. The person implementing the CAP is Ike Kerhulas and the Quality Assurance person is Shawn Cardoza-Maintenance Manager.

Recommendation: Remove the Writing from the headboards, footboards and bedroom doors,

Implemented: All graffiti has been removed from headboards, footboards and bedroom doors. The Cap was implemented by Ike Kerhulas, Campus Director and Quality Assurance will be maintained by Shawn Cardoza, Maintenance Manager.

Date: October 9, 2007

Issued by:



Barbara Bouie-Program Coordinator

Approved by:



Ike Kerhulas-Campus Director